

ILLINOIS COMMERCE COMMISSION COMPLAINT REPORT

<input checked="" type="checkbox"/> Final Report	<input type="checkbox"/> Preliminary Report	Prel. sent to ICC	<input type="checkbox"/> Extension Requested	ICC File #:	2003-06779C
Date Received:	3/31/03	Time Received:	10:20:00 AM	Due Date:	4/10/03
Customer Name: Thomas Jakubik			Account Number: 1-34-88-0264		
Service Address: 1711 Victoria Drive, Bldg.			Service Town: Mt. Prospect, Illinois 60056		
Mail Address: 1225 Weiland Road			Mail Town: Buffalo Grove, IL 60089		
Home Telephone: 847/353-7653	CBR#: 847/272-9341	Referred to: Bill Krueger	Department referred to: Operations		
Work Telephone:	Fax Number:				

Comments:

Date cut:

Complaint: MR. JAKUBIK STATES, "IN TWO INSTANCES NICOR INTERRUPTED GAS SERVICE TO THE APARTMENT BUILDING (6 UNITS)...WITHOUT

ANY NOTICE TO DO ROUTINE, NON EMERGENCY REPAIRS AND FAILED TO PROPTLY CORRECT ERROR..." * THE FIRST COMPLAINT DATES BACK TO JUNE 2002, WHEN NICOR MAILED NOTICE OF REQUIREMENT TO REPLACE THE GAS METER, AND THE SECOND OCCURRENCE WAS ON OCT. 23, 2002. TENANT(S) CALLED

TO REPORT NO HEAT OR HOT WATER." PLEASE INVESTG.

<input type="checkbox"/> Statement	<input type="checkbox"/> Transcript	Illinois Commerce Commission Message No. 15:	<input type="checkbox"/> Added	<input type="checkbox"/> Dropped				
COMPLETED FOR CREDIT COMPLAINTS								
<input type="checkbox"/> Customer previously granted DPA?	Date DPA set up:	\$ down:	\$0.00	\$ per month:	\$0.00	# of months:	0	
<input type="checkbox"/> Defaulted?	Defaulted date:	Account Balance:	\$0.00	Last Payment Date:	Amount:			\$0.00
Disconnect letter for amount:		\$0.00	Date due:					

COMPLETED FOR ALL COMPLAINTS

Action taken: I TALKED TO JIM COLLINS THIS GUY DID TAKE US TO COURT BUT THAT HAS BEEN RESOLVED—HERE IS MY INFORMATION ON WHAT I KNOW—I TALKED TO HIM YESTERDAY AND HE DID NOT WANT ANYTING TO DO WITH ME. SO HERE ARE THE FACTS OF THE CASE. LAST YEAR HIS BUILDING CAME UP AS SAMPLE EXCHANGE -THIS BUILDING HAS 6 APTS AND ALL SIX MUST BE HOME FOR RELIGHT. ON 7-30-02 A LETTER WAS SENT TO THE OWNER AND ANOTHER LETTER WAS SENT ON 8-8-03 STATING THAT THE ABOVE METER NEEDS TO BE CHANGED. WE DIDNT HEAR FROM HIM SO ON 8-9-02 THE BUILDING WAS POSTED FOR METER CHANGE AND THAT ALL 6 NEED TO BE HOME FOR RELIGHT. WE ALSO TALKED TO THE TENANTS ALSO LETTING THEM KNOW THAT THE METER WAS GOING TO BE CHANGED IN THE NEXT WEEK AND THEY MIGHT BE WITHOUT GAS. STILL NO WORD FROM THE OWNER. WE ALSO CALLED AND LEFT A MESSAGE ON 8-14-02 THAT WE ARE GOING TO CHANGE THE METER AND LEAVE THE GAS OFF. ON 8-15-02 WE DID THE METER CHANGE AND LEFT GAS OFF ALSO TALKING TO THE TENANTS AGAIN LETTING THEM KNOW. SHORTLY AFTER COMPLETEING THE JOB. THE OWNER CALLS INTO TOM FISHER'S OFFICE. LETTY CALL ME AND I CALLED THE OWNER BACK AND I SAID I WOULD HANDLE THE RELIGHT AND I WAS OUT THERE TILL 9PM THAT NIGHT MAKING SURE THEY ALL GOT ON. THERE WERE 2 APTS THAT NO ONE CAME HOME AND I CALLED THE OWNER AND HE SHOWED UP WITH THE KEYS FOR THOSE 2 APTS THEY WERE RELIGHT AND WE WERE ALL DONE. THEN ON 10-24-02 THE TENANT IN 1A CALLED IN A LEAK-UPON OUR ARRIVAL WE FOUND THE REGULATOR BLOWING. THE GAS LEAK HAD TO BE FIXED ASAP WE COULNT LEAVE IT LIKE THAT. SO THE

Person contacted: Tom Jakubik	Date contacted: 4/1/03	Contacted by: Bill Krueger					
<input type="checkbox"/> Contacted by telephone	<input type="checkbox"/> Contacted in person	<input type="checkbox"/> Contacted by letter					
<input type="checkbox"/> Customer satisfied?							
APPROVALS							
Responding Department	Rates	Date	4/1/03	General Office	Alita Guerrero	Date	4/1/03

☐ Company at Fault Notes:

NO telephone call 4/1/03

WAS D.O. NOT THERE W/ 15th

Believe it or not

EXHIBIT D

No. 03-0367

Accessory Manager - 1/5/2001
File Edit Settings Action Script QuickRead Window Help



1-34-88-0264 JAKUBIK, TOM 1711 W VICTORIA DR MTPROSPCT T/ON 4/03/00
MTR:3971637 CCLASS:14 MTLOC:OR YR:02 CD:27 TC BC:B006A (847)353-7653 SEE BASIC
♦AC0564 ♦ CAD Order List

View Detail (enter order number) ▶ ◀ Page# ▶1◀

Ord	Num	Ten	Date	Code	Work	Status	C.A.D.	Ticket #
1	4	10/25/02	640	FLD	COMPL	♦03-20021025-0186		
2	4	10/24/02	549	FLD	COMPL	♦03-20021024-0240		
3	4	10/24/02	090	FLD	COMPL	♦03-20021024-0283		
4	4	08/22/02	110	CO	COMPLET	♦03-20020822-0358		
5	4	08/22/02	11B	FLD	COMPL	♦03-20020822-0072		
6	4	08/20/02	110	FLD	COMPL	♦03-20020820-0072		
7	4	08/15/02	76A	FLD	COMPL	♦03-20020815-0137		
8	4	08/15/02	640	INTERRUPT		♦03-20020815-0304		
9	4	08/15/02	64R	FLD	COMPL	♦03-20020815-0315		
10	4	08/09/02	240	FLD	COMPL	♦03-20020809-0177		
11	4	04/03/00	660	FLD	COMPL	♦03-20000403-0009		

NO MORE CAD HISTORY RECORDS TO REPORT FOR THIS ACCOUNT

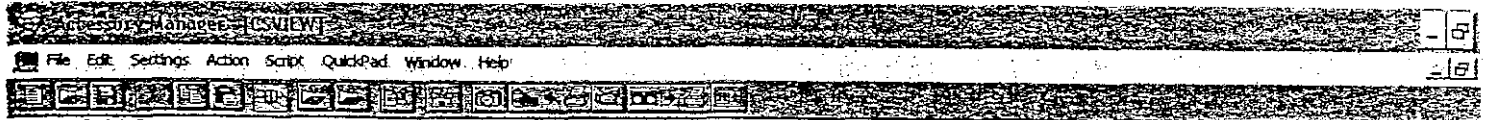
♦XMIT◀ ▶◀

39 5 Pg=1 FORM RCV LTAI

start 1/5/2001 1711 W VICTORIA DR MTPROSPCT T/ON 4/03/00
Accessory Manager - 1/5/2001

EXHIBIT D

No. 03-0367



◆AC0565 ◀ Order Detail CAD Ticket ◆03-20021025-0186◀ ◆250◀
Dispatch Code 640 Scheduled 10/25/02 Division 1, Zone 2 RM Job # 20026J544
Report code 64 FLD COMPL Subcode Worked 10/25/02
1711 W VICTORIA DR MT PROSPECT 1-34-88-0264
JAKUBIK, TOM Geo 41N11E3222 Ref 041S/027W
Meter 3971637 Loc OR Code 27 Mfgr 2 Yr 2 Dials 4 Testhand
Rate 14 Ph 847/353-7653 2nd Ph 847/353-7653 Order taken 10/25/02 12:28 by 55

Last read 10/18/02 Read 0321 Months since last read Date O.N.P.

Date B.I. Date off

Read range 0345 - 0466

Computer Call Ahead: ALLOWED 847/353-7653 Result:

at

Instructions: CALL 847 8705668 TOBBIE WILL LET YOU IN MUST CALL 10 MINS

COD Customer Msg: PER METRO DISPATCH NDS EVERYONE HOME TO ISSUES 640/CUST VERY
LL CLD WNTNG PRES OFC;PER SUP TLD 2 CL BK DURNG REG BUSINESS

COD Premise Msg: LL CALLING UPSET WONT T/ON UNTIL HAVE ACCESS HE IS CALLING H
BUT AS THE LL HE DOESNT HAVE ACCESS TO ALL APTS/VERY UPSET H

Standard Msg:

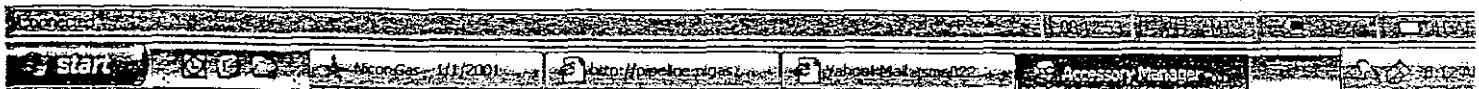
MASTER METER

METER SEALED

Next (N) ▶N◀

XMIT ▶◀

56 24 Pg=1 FORM RCV LTAI



No. 03-0367

EXHIBIT D

Document Name: Rates

34-88-0264 JAKUBIK, TOM 1711 W VICTORIA DR MTPROSPECT T/ON 04/03/00
M.A.:3971637 CCLASS:14 MTLOC:OR YR:02 CD:27 TC BC:B006A (847)353-7653 *SEE-BASIC*
T CDE RUN-FILE RECD TIME OP SCHED COMP SV READ --ACTION- LABOR MATRL
4 00 413-0000 0331 1057 525 033103 0401 00 0000 COMPLAINT ICC #214
4 00 000-0000 0303 1615 000 030303 0000 00 0000 CS DROP-S
4 00 000-0000 0303 1615 000 030303 0000 00 0000 CSELECT
4 640 307-0000 1025 1228 055 102502 1025 17 0393 COMPLETED 03-021025-0186 M
4 00 000-0000 1025 1227 055 000000 0000 00 0000 PH TRACK CUSTOMER SELECT
4 00 000-0000 1025 1006 697 000000 0000 00 0000 PH TRACK VERIFY SCHED ORDER
4 00 000-0000 1025 0933 614 000000 0000 00 0000 PH TRACK CUSTOMER SELECT
4 00 000-0000 1024 1857 659 000000 0000 00 0000 PH TRACK CUSTOMER SELECT
4 00 000-0000 1024 1731 979 000000 0000 00 0000 PH TRACK VERIFY SCHED ORDER

Date: 8/14/ 3 Time: 02:29:36 PM

No. 03-0367

EXHIBIT D

Document Name: Rates

34-88-0264 JAKUBIK, TOM 1711 W VICTORIA DR MTPROSPECT T/ON 04/03/00
MEX:3971637 CCLASS:14 MTLOC:OR YR:02 CD:27 TC BC:B006A (847)353-7653 *SEE-BASIC*
T CDE RUN-FILE RECD TIME OP SCHED COMP SV READ --ACTION- LABOR MATRL
4 00 000-0000 0822 1643 721 000000 0000 00 0012 BI INVEST
4 00 262-0000 0822 1018 417 082202 0815 00 6836 PX1-EXCNG REASON: 02
4 11B 264-0000 0820 1418 721 082202 0822 85 0000 COMPLETED 03-020822-0072
4 110 260-0000 0816 1529 417 082002 0820 83 0018 COMPLETED 03-020820-0072 M
4 64R 258-0000 0815 1854 106 081502 0815 64 0000 COMPLETED 03-020815-0315 M
4 640 258-0000 0815 1627 610 081502 0815 64 0000 INC RSC
4 00 000-0000 0815 1215 414 000000 0000 00 0000 PH TRACK CUSTOMER SELECT
4 00 000-0000 0815 1140 713 000000 0000 00 0000 PH TRACK CUSTOMER SELECT
4 00 000-0000 0815 1016 245 000000 0000 00 0000 PH TRACK VERIFY SCHED ORDER

Date: 8/14/ 3 Time: 02:29:44 PM